

Focus on the
INDIVIDUAL
rather than the
business of
managed care

We want to do better for the people we serve

Ohio Medicaid Providers, Pharmacists, and Prescribers:

October 1 Launch of the Next Generation of Ohio Medicaid Program

The Next Generation of Ohio Medicaid program is being implemented in stages to avoid unnecessary disruption and confusion for members and to reduce the burdens on our providers. The October 1 launch includes the implementation of Centralized Credentialing in the Provider Network Management (PNM) module and the Single Pharmacy Benefit Manager (SPBM).

Single Pharmacy Benefit Manager (SPBM)

- **Providers access the Gainwell SPBM secure portal using an OH|ID login.**
- Providers must be **contracted with the SPBM vendor**, Gainwell, to provide pharmacy services to managed care members. This does not apply to MyCare Ohio plans.
- **All managed care members have new Medicaid ID cards.** If a member presents an old Medicaid ID card, use the Gainwell RxBIN (024251), Gainwell RxPCN (OHRXPROD), and 12-digit Ohio Medicaid Member ID (formerly MMIS ID).
- **Consolidate processing of retail pharmacy benefits** and maintain a pharmacy claims system.
- Providers only **work with one PBM** versus multiple PBMs.
- The SPBM portal provides access to **easily check the Unified Preferred Drug List, Preferred Diabetic Supply List, Specialty Drug List, and Quantity Limits List.**
- The SPBM portal provides the ability to **check eligibility of Ohio Medicaid members, submit and view prior authorizations and claims, and get help.**

Centralized Credentialing / Provider Network Management (PNM) Module

- **Providers access the PNM module using an OH|ID login** instead of through MITS.
- New enrollment applications, record updates, revalidation/re-enrollment, and online demographic **updates in the PNM.**
- **Redirects to MITS** for claims, financials reporting, etc., until December 1, 2022.
- **Single entry-point** for enrollment, revalidations, and credentialing.
- **Provider demographic updates can be submitted online** rather than sending emails or mailing forms.
- **Providers submit a single enrollment and credentialing application** to be eligible to contract with any of Ohio Medicaid's managed care organizations (MCOs).
- **Manual paper-based processes can be bypassed** using the PNM's online features.
- **A comprehensive provider directory** is available at the state level.
- **Agreements are available online** and do not require mailing back and forth for signatures.
- **Reduced administrative burden**, allowing more time to focus on patient care.

Key Changes as of October 1

Key Benefits as of October 1

I have a question about Ohio Medicaid's SPBM, pharmacy claims, pharmacy prior authorizations, or other administrative pharmacy tasks...

- ☎ Call the Gainwell Customer Support Center at (833) 491-0344. Representatives are available 24 hours a day, 7 days a week.
- ✉ Email the Gainwell Customer Support Center at OH_MCD_PBM@GainwellTechnologies.com
- 🖥 Visit the Gainwell SPBM website at <https://spbm.medicare.ohio.gov>
- 📄 Visit the SPBM provider FAQ document at https://managedcare.medicare.ohio.gov/wps/wcm/connect/gov/de1fcc01-2e43-4085-a676-0ec62b3d21f3/SPBM+Provider+FAQ_September+2022.pdf?MOD=AJPERES&CVID=oe0d10a

I have a question about Centralized Credentialing, the PNM module, OH|ID, or portal password support...

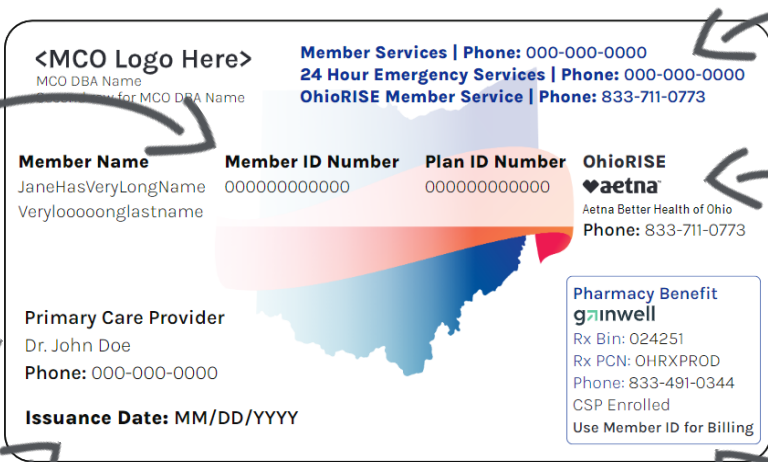
- ☎ Call the ODM Integrated Help Desk at (800) 686-1516. Representatives are available during special hours Sat. Oct. 1 - Sun. Oct. 2 (8 a.m. - 5 p.m.), Mon. Oct. 3 - Fri. Oct. 7 (7 a.m. - 7 p.m.), Sat. Oct. 8 (8 a.m. - 5 p.m.), and Mon. Oct. 10 - Fri. Oct. 14 (7 a.m. - 7 p.m.). After this, regular hours will resume (Mon. - Fri. 8 a.m. - 4:30 p.m.).
- ✉ Email the ODM Integrated Help Desk at IHD@medicaid.ohio.gov
- 🖥 Visit the PNM and Centralized Credentialing webpage <https://managedcare.medicare.ohio.gov/managed-care/centralized-credentialing>
- 🖥 Visit the OH|ID self-service portal at <https://ohid.ohio.gov/wps/portal/gov/ohid/login>
- 📄 Visit the PNM / Centralized Credentialing provider FAQ document at <https://managedcare.medicare.ohio.gov/wps/wcm/connect/gov/f8ec9486-cd62-4ac9-843c-9facd5ef629a/Centralized+Credentialing+FAQ+September+Update.pdf?MOD=AJPERES&CVID=oczS2pK>



Next Generation of Ohio Medicaid Managed Care Member ID Cards

The Next Generation managed care member ID cards were designed to include important information, including pharmacy benefit information, in one place and in a format that is easy to understand.

Every Ohio Medicaid managed care member should use this member ID card effective October 1



A member's ID number can be found here

A member's Primary Care Provider's name and phone number can be found here

When a member's ID card was issued can be found here

If a member has questions or an emergency related to their benefits, they can use the phone numbers located here

If a member is enrolled in OhioRISE, they will have the OhioRISE and Aetna logo here

All member pharmacy information can be found here

Old Ohio Medicaid Member ID Cards

